

Date: December 31, 2003

Topic: Quality Manual Development

Lucent Technologies Poland is legal entity in Poland and a segment of Lucent Technologies, serving Polish telecommunication market. Functions performed include: marketing, contracting, and providing hardware, software, and service products to customers/service providers. All business units, operating in Poland and dealing with Lucent Poland customer contracts participate in the Lucent Poland Business Quality Management System (BQMS).

How did you accomplish this topic during your implementation?

The Quality Manual is the final document providing a high level description of the BQMS. It is a guideline for all BQMS procedures and covers all necessary company processes. It is also very useful as a list of the scope of company activities that are covered by BQMS.

What resources/tools/vendors were used to accomplish this task?

Only internally

Was there any benchmarking activity?

No

What lead you to use this method?

What worked and what didn't work?

What recommendations do you have for others attempting to use your method?

This is a work for a Management Representative of QMS.

Keep the Quality Manual as simple as possible.

Ensure all TL 9000 requirements and/or exclusion statements (when they exist) are covered inside Quality Manual!